

# HEALTH SUITE

## **NORMAL OPERATING PROCEDURES** **EXCELLS FITNESS ROOM**

The Galleon Centre Health Suite comprises of the following areas:-

1. Excels Fitness Room
2. Sauna
3. Fitness and Exercise Classes

The Health Suite N.O.P. will be broken down into these three areas and will provide information on availability times, setting up for activities or events, cleaning and maintenance procedures, administrative procedures, health and safety regulations and any other operational requirements.

Also included within the Normal Operating Procedures for each area will be the recommended procedures to be adopted in the event of an emergency i.e; an Emergency Action Plan (E.A.P)

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## 1 Introduction

Excels is situated on the first floor of the Centre and measures approximately 524m<sup>2</sup>. The facility houses a total of 72 items of equipment and a range of Barbells and Dumbbells.

41 Cardiovascular Machines  
30 supplied by Life Fitness  
3 supplied by Pulse  
4 Concept II Rowers  
4 Anytime Leisure

31 Resistance Machines  
26 items of equipment are resistance machines supplied by Pulse Fitness and 2 items are resistance equipment supplied by Technogym. 3 By Origin Fitness.

3 Power Plates supplied by Life Fitness and 1 Power Lift supplied by Rubicon Sports.

Six ceiling mounted Air Conditioning units are provided in Excels and three floor standing water coolers are available for customer use.

## 2 Opening Times

Excels is open to the public, like many other activities in the Galleon Centre from Monday through to Sunday. Daily times are as follows:-

|           |                  |
|-----------|------------------|
| Monday    | 6.30am - 11.00pm |
| Tuesday   | 6.30am - 11.00pm |
| Wednesday | 6.30am - 11.00pm |
| Thursday  | 6.30am - 11.00pm |
| Friday    | 6.30am - 11.00pm |
| Saturday  | 7.00am - 8.00pm  |
| Sunday    | 7.00am - 11.00pm |

The Fitness Instructor or Senior Centre Attendant should ensure that Excels is open for 6.30am Monday – Friday, 8am Saturday, 9am Sunday and the following duties are carried out:-

- (i) All lights switched on
- (ii) All electrically powered CV machines switched on
- (iii) The water dispenser should be checked each hour throughout the day to ensure the area is clean, tidy and drinking cups are available. Drinking cups are stored in the Void Space store.
- (iv) Switch on Air conditioning units.
- (v) Televisions and Cardio Theatre switched on

Last admission to Excels is 10.00pm before the last till is cashed up. Patrons should be encouraged to leave the facility by 10.45pm to shower and be out of the Centre before closing at 11.00pm.

If the Instructor has already gone, the Senior Centre Attendant should ensure that Excels is closed up after the last person has finished their workout and the following duties taken care of:-

- (i) All electrically powered CV machines switched off NB: equipment must be switched off by on/off switch not at plug socket.
- (ii) Air conditioning units switched off
- (iii) Televisions switched off
- (iv) Check fire exit and windows are closed
- (v) Detail any faults needing attended to on a Repairs Form i.e. bulbs needing replaced etc
- (vi) Switch all lights off

### **3** **Costs**

The cost to use Excells (at 2015/16 prices) are as follows:

|                        |         |                                  |
|------------------------|---------|----------------------------------|
| Authorised User Course | £11.95  | (plus admission for non-members) |
| Peak                   | £6.05   | (plus admission for non-members) |
| Off Peak               | £4.75   | (plus admission for non-members) |
| Gold Card              | £447.55 | per annum or                     |
|                        | £39.40  | per month Direct Debit           |

Loyalty bonuses are on offer for members who have held a Gold Card for longer than one year.

### **4** **Peak Times**

Peak times are as follows:

|                  |                  |
|------------------|------------------|
| Monday to Friday | 3.45pm - 11.00pm |
| Saturday         | 6.30am - 8.00pm  |
| Sunday           | 6.30am - 11.00pm |

### **5** **Off Peak Times**

Off Peak times are as follows:

|                 |                 |
|-----------------|-----------------|
| Monday - Friday | 6.30am - 3.45pm |
|-----------------|-----------------|

### **6** **Minimum Age**

In most cases all patrons using Excells should be aged 16 or over and must have completed an Authorised Users Course before attempting to use the equipment. Although the under 16 age group are normally encouraged to participate in exercise and activity a degree of caution must be exercised when it comes to training with weights. In children under 16, their muscles are still growing and developing so any kind of resistance training should be minimal and under strict supervision.

Teenfit courses are available for the 13-15 year old age group.

## **7** [Teenfit](#)

Teenfit courses are aimed at the 13 to 15 year old age group. Twelve year olds will be accepted if they are at secondary school and possibly even younger children depending on their present level of health and if their G.P recommends it.

The Teenfit course will educate participants in many aspects of health and fitness and upon completion of the course a competency certificate will be issued. Participants will then be able to access Excells at weekends and daytime hours during local school holidays.

The Teenfit course will involve both practical work and theory.

## **8** [Maximum Numbers](#)

The maximum number of people permitted to use Excells at any one time will be 118. This figure is arrived at by assuming that 2 people can work comfortably on one item of resistance equipment by doing a set each (62) and one person at a time can work on an item of C.V equipment. (41) There are also a number of barbells and dumbbells and enough room for roughly 15 people to work out comfortably with one on each free weight bench, working with free weights or spotting.

## **9** [Entry](#)

Authorised User Cards must be produced on entry and submitted to the receptionist in exchange for a swipe card which will be used to gain entry to Excells. Patrons should be informed in the initial stages that the card should be swiped through the reader on the right hand side of the entrance to Excells before attempting to open the door.

## **10** [Exit](#)

To leave Excells, the patron should swipe card through reader at left hand side. If the button fails to operate the system or in the event of an emergency there is an exit button beside instructors desk or “the break glass unit at the top left hand side of the door should be activated which will operate the electro-magnet”.

## 11 Instructors Role & Hours of Work

When on duty the Fitness Instructor is responsible for the safety and well being of all patrons using Excells. Any customer who disregards the rules and regulations in Excells should be spoken to in a polite manner by the Instructor. If the customer continues to disregard the rules then the Manager on duty should be contacted to deal with the situation.

Fitness Instructors must:

- (i) Be approachable
- (ii) Be of smart appearance at all times
- (iii) Circulate among users and actively encourage conversation
- (iv) Attempt to build relationships with all customers
- (v) Promote Personal Programmes, Fitech Assessments, Memberships and any other activities if necessary

Fitness Instructors must not:

- (i) Continually stand at reception desk (unless specifically waiting to meet a client)
- (ii) Be ignorant to customers
- (iii) Show favouritism to certain customers

When entering the centre to commence duty, Fitness Instructor should check the message board at reception and uplift any messages for them.

Before going off duty the Fitness Instructor should ensure that all equipment is operational and any faults needing attended to are detailed on a Repairs form. The reception desk must be left in an acceptable condition.

Full time Instructors work a six week rota which averages out at 39 hours per week.

Part time Instructors work a two week rota at 20 hours per week. (See below)

| FULL TIME | MON        | TUES       | WED        | THUR       | FRI       | SAT       | SUN       |
|-----------|------------|------------|------------|------------|-----------|-----------|-----------|
| Week 1    | 6.30-2.30  | 6.30-12.30 | 6.30-2.30  | 3.00-11.00 | Off       | 9.00-6.00 | 9.00-5.00 |
| Week 2    | 12.00-9.00 | 12.00-9.00 | 4.00-10.00 | Off        | 6.30-2.30 | Off       | 5.00-9.00 |
| Week 3    | 3.00-11.00 | 3.00-11.00 | Off        | 6.30-3.00  |           | Off       | Off       |
| Week 4    | 6.30-2.30  | 4.00-10.00 | 3.00-11.00 | 3.00-11.00 | Off       | 9.00-6.00 | 9.00-5.00 |
| Week 5    | 12.00-9.00 | 12.00-9.00 | 2.30-11.00 | 2.30-8.30  | 1.30-9.00 | Off       | Off       |
| Week 6    | 3.00-11.00 | 3.00-11.00 | Off        | 6.30-3.00  | 6.30-2.00 | Off       | Off       |

## 12 Breaks

Breaks will be available to instructors working more than 4 hours in any one shift (see staff handbook). The tea break will be taken at a time suitable to the Galleon Centre and it would be preferred if another instructor was available to provide cover. Instructors will be paid for their breaks so must be on call to return to their place of work in the event of an emergency, or needs of the business.

The Staff Room on the ground floor is the recognised area for tea breaks. It should be noted that the Galleon Centre is a designated no smoking area. Staff wishing to smoke must put a jacket on and go outside the front of the building but must not stand directly at front doors.

## 13 Personal Training

Personal Training by external instructors is forbidden in Excells unless both parties pay the appropriate charges and are seen to be training together (unless an individual has special needs).

No one should be seen to be patrolling Excells in an instructional capacity except for Galleon Centre instructors. External instructors who provide personal private tuition may indeed be very well qualified but to be seen carrying out their business in Excells may:-

- (i) Undermine our own instructors
- (ii) Create confusion for our customers about who to ask for advice
- (iii) Take business away from the Galleon Centre should they recommend elsewhere to train.



## **14 Special Needs**

Any individual who has special needs and requires assistance will be permitted to have a helper with them. The helper will receive free access to the facility unless they are also training. They will also be allowed to participate in the Authorised User course free of charge with the special needs individual but will not receive an Authorised User Card. If the helper wishes to use the facility for their own benefit they must pay the appropriate charges for Authorised User Course and general use.

## **15 Personal Fitness Programmes**

Personal Fitness Programmes are available for all users of Excells and bookings must be made with the instructor. Personal Fitness Programmes are free of charge to Gold and Corporate holders while other centre members and non-members must pay £4.15.

## **16 Authorised User Courses (Inductions)**

Before any individual uses Excells they must take part in an Authorised User Course to explain the safety points relating to the equipment and the rules and regulations of the facility.

The Galleon Centre has a duty of care under the Occupiers Liability Act 1957 to ensure that “everyone is reasonably safe in using our premises for the purpose they are permitted to be here”.

It would be unacceptable to allow members of the public to use our equipment without first having trained them to a reasonable standard. Authorised User Courses should be booked at reception and a maximum of 2 individuals will be permitted for the induction. Inductions are available at various times throughout the week and times are detailed on the flier.

- (i) Before commencing the course instructors should ask all participants to complete
  1. Par – Q
  2. Authorised User Card
  3. Induction Book
  
- (ii) The Authorised User Course should commence with the Instructor highlighting the following Do’s and Dont’s.

## PLEASE

1. **Bring a towel to wipe equipment after use**
2. **Allow others to use equipment between sets**
3. **Wear proper training gear and footwear**
4. **Consult instructor regarding proper use of equipment**
5. **Return entrance key to reception immediately after use**

## PLEASE DO NOT

1. **Add extra weight to weight stacks**
2. **Bring in bags**
3. **Change in fitness suite**
4. **Bring in food or drink**
5. **Lean against mirrors or abuse equipment**
6. **Use any foul language or offensive behaviour**
7. **Offensive behaviour includes verbal comments of a racial or sexual nature but these are not exhaustive and other offensive behaviour will be treated the same**
8. **Drop weights at any time**

- (iii) Take the group around the resistance machines and explain the actual technique to use these machines and which muscles are being used.

It will be impossible to explain the exact workings of every resistance machine so it should be pointed out that there is a diagram on each piece of equipment informing the user how to work it and which muscles are being used. It would be helpful to point out as many names as possible during the induction.

- (iv) Please ensure you highlight as many safety points as possible on all equipment e.g. how to get on and off without causing injury.

- (v) The group should be informed that the CV machines are all self explanatory. A basic explanation of the hill profile and advice, how to operate random and manual modes on the Life Fitness and Technogym machines is sufficient advice as well as pointing out the emergency stop buttons on the treadmills.

When completing the Authorised User book it should be stressed to each individual that the full name (no initials) address and postcode should be detailed as names will be included in mailing lists to keep them informed

of all our activities and promotions. This should also be the case at reception when completing the Authorised User book, full names, addresses and postcodes.

## 17 Fitech Fitness Assessment

Fitech Fitness Assessments are linked very closely with Excell's Fitness Suite so it makes sense that the booking procedures are included in the Normal Operating Procedures for Excell's.

When taking bookings for Fitech Assessments please ensure that the client is made aware of the general information about the assessment which is detailed on the Personal Consent Form.

Personal Consent Forms are stored at the back of reception with all available fliers. Clients booking at the reception desk should be given a Personal Consent Form and told they **must** read the information contained in it before coming along for the assessment. Clients who book by telephone should be made aware of the following points:

- 1 The assessment will take approximately 1 hour.
- 2 They **must not** eat, drink tea/coffee or alcohol or smoke for at least 2 hours prior to the test.
- 3 **Do not** take the test if you have a cold or are recovering from a bout of illness.
- 4 **Do not** exercise prior to the test.
- 5 T-shirt and jogging trousers or shorts is the preferred clothing, ladies should not wear underwired bras, leotards or high heels.

Reception should make themselves familiar with all the information on the card to enable them to answer any questions asked.

## 18 Power Lift

Installed October 2006 and funded by Scottish Institute of Sport. Any customer wishing to use the Powerlift must complete a short induction on the safe usage and warnings of the machine.

Instructors must ensure anyone using the equipment has completed their induction and has someone free to spot them.

Daily cleaning and maintenance required by instructors. This will occasionally be closed off to Excells customers due to the Institute of Sport requiring training, the posters should be visible to advise customers times available when required.

## 19 Spin Bikes

Two spin bikes are available throughout opening times except 30 minutes prior to spin class beginning and throughout the class time.

12 x Evolution – Grey Bought 2009  
9 x AC Performance – White 2011  
4 x AC Sport – Dark Grey 2012  
1 x Johnny G Spinner Pros – Black 2002

Maintained By Leisure Teq Fitness  
Bev Phelan  
033334420608  
service@leisuretekfitness.co.uk

## 20 Equipment

### (i) Resistance

The following Resistance Equipment is supplied by

**Pulse Fitness  
Greenfield Farm Estate  
Congleton  
Cheshire  
CW12 4TT**

**Telephone: 01260 294600**  
**Fax: 01260 294608**

|      | <b>Equipment</b>     | <b>Serial No</b> |
|------|----------------------|------------------|
| (1)  | Arm Curl             | G1321            |
| (2)  | Cross Over           | G1531            |
| (3)  | Seated Leg Press     | G1324            |
| (4)  | Shoulder Press       | G1147            |
| (5)  | Leg Extension        | G1027            |
| (6)  | Adductor             | G1300            |
| (7)  | Multi Hip            | 35875            |
| (8)  | Abdominal            | G1303            |
| (9)  | Rotary Torso         | G1374            |
| (10) | Abductor             | G1278            |
| (11) | Lat Pulldown         | 35816            |
| (12) | Assisted Chin & Dip  | G1342            |
| (13) | Chest Press          | G1323            |
| (14) | Seated Row           | G1109            |
| (15) | Pec Deck             | G1165            |
| (16) | Calf Raise           | 35920            |
| (17) | Triceps Press        | G1403            |
| (18) | Standing Calf        | Custom Made      |
| (19) | Smith Machine        |                  |
| (20) | Flat & Incline Bench |                  |
| (21) | Abdominal Bench      |                  |

The following resistance equipment was supplied by: (currently no maintenance contract at present 16.10.12)

**Technogym UK Ltd**  
**Doncastle House**  
**Doncastle Road**  
**Bracknell**  
**Berkshire**  
**RG12 8PE**

**Telephone: 01344 300236**  
**Service Dep: 01344 823700**  
**Customer Code: C03136**

| <b>Equipment</b>      | <b>Serial No</b> |
|-----------------------|------------------|
| (1) Leg Curl          | 20000008         |
| (2) Vertical Traction | 1000731          |
| (3) Arm Extension     | 2000196          |
| (4) Ercolina          | 2000030          |
| (5) Preacher Curl     |                  |
| (6) Chin and Dip      | 0200182          |
| (7) Lower back        | 2000184          |

### **Power Lift**

Supplied and maintained by Rubicon Sports.

### **Rubicon Sports**

**David Shaw**            **01256 477390**  
**07941154496**

**email:**                    **david.shaw46@talktalk.net**

### **(ii) Cardiovascular (CV)**

The following Cardiovascular equipment (CV) is supplied by:

**Life Fitness (UK) Ltd**  
**Queen Adelaide**  
**Ely, Cambs**  
**CB7 4UB**

**Telephone: 01353 665507**  
**Fax: 01353 666018**  
**e-mail: [life@fitness.com](mailto:life@fitness.com)**

| <b>Lifefitness</b> | <b>Equipment</b>  | <b>Quality</b> |
|--------------------|-------------------|----------------|
| (1)                | Treadmill 95TE    | 6              |
| (2)                | Treadmill 95T     | 6              |
| (3)                | Upright Bike 9GC  | 4              |
| (4)                | Upright Bike 95CS | 4              |
| (5)                | Cross Trainer 95X | 4              |

|  |                    |   |
|--|--------------------|---|
| (6)  | Cross Trainer 95XS | 2 |
| (7)  | Recument Bike 95RS | 2 |
| <b>Concept II</b>                                    |                    |   |
| (1)  | Rowers             | 4 |
| <b>Cybox (Anytime Leisure)</b>                       |                    |   |
| (1)  | Arc Trainer 771AT  | 2 |
| <b>Star Trac (Anytime Leisure)</b>                   |                    |   |
| (1)  | E-Spinners         | 2 |
| <b>Pulse Fitness (1<sup>st</sup> Degree Fitness)</b> |                    |   |
| (1)  | Fluid E920         | 2 |
| (2)  | L-Train            | 1 |

For Concept II Rowers contact:

**TeknoFit**  
**12 Redburn Road**  
**Cumbernauld**  
**G67 3NR**

**Telephone: 01236 725780**  
**Fax: 01236 782919**

Please ensure the following information is available prior to calling

- (i) Model of Machine and Serial Number
- (ii) Details of the fault

**(iii) Free Weights**

Barbells, Dumbbells & Olympic Discs

The Barbells, Dumbbells and Olympic Discs are supplied by various companies but one of the most competitively priced companies is

**Alpha Leisure**  
**Craigshaw Road**  
**West Tullos**

## ABERDEEN

### (iv) Power Plate x 3

Excells staff should ensure anyone wishing to use the Power Plate has an induction of the machine, and times settings etc are fully explained.

The Power Plate should only be used for an absolute max of 30 minutes a day. All beginners must also only use the low amplitude setting.

Supplied by: Life Fitness (UK) Ltd

**Life Fitness (UK) Ltd**  
**Queen Adelaide**  
**Ely, Cambs**  
**CB7 4UB**

**Powerplate international Ltd**  
**9A Utopia Village**  
**7 Chalcot Road**  
**London**  
**NW1 8LH**

**Telephone: 01353 665507**  
**Fax: 01353 666018**  
**[life@fitness.com](mailto:life@fitness.com)**

**Telephone: 02075867200**  
**Fax: 02074837660**  
**e-mail: [info@powerplate.co.uk](mailto:info@powerplate.co.uk)**

### (iv) Air Conditioning

The air conditioning units are Fujitsu and are maintained by:

**POLAR Air Conditioning**  
**6 Murchie Drive**  
**Prestwick**

**Telephone: 07813 767923**  
**Parts: 01292 266123**

### (v) Televisions

The televisions are supplied by JH Donald. For maintenance or repair contact: **ELKIS**

### (vi) Cardio Theatre

The Cardio Theatre system was installed by: **ELKIS**

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(vii) **Acti-View**

The Acti-View Televisions on the Technogym C.V equipment was supplied and installed by R.A. Communications.

Now maintained by: **ELKIS**

I. (viii) Amp and sub mixer supplied and maintained by: **ELKIS**

**ELKIS  
34 Main Road  
Fenwick  
KA3 6AL**

**Tam : 07920197265**

**Origin TRX**

Rig installed: 09.07.15

**Anytime Leisure  
21 Cliftonhall Road  
Newbridge  
EH28 8PW**

**21 Maintenance**

As soon as a fault occurs on any item of equipment it should be detailed on the appropriate form by the person who discovers it including machine name and serial number, and handed to the Duty Manager it should also be recorded in the Excells Repair Log kept at the instructor's desk. The Duty Manager should complete the form and take the necessary action to have the fault repaired. Faults on the Life Fitness C.V equipment should be detailed on a repair form and faxed without delay to the Workout Support Company by the Fitness Instructor. The Workout Support Company should be onsite within 48 hours.

The Repairs Form should be used to detail any faults at all which occur in Excells. This means from minor details like fused lights or televisions not working to major faults on resistance and CV equipment.

All maintenance relating to the resistance equipment will be carried out by the Galleon Centre Maintenance Department. Any faults which cannot be repaired in-house should be reported immediately to supplier / manufacturer detailed in section 19 – Equipment

Please ensure the following information is available prior to calling

- (i) Model of Machine and Serial Number
- (ii) Details of the fault

## 22 Cleaning

In an effort to attain the highest standards possible it will be necessary to follow the cleaning programme on a daily and weekly basis.

The cleaning programmes will be stored under the desk at the entrance to Excells and should be signed by the individual completing each task.

### Cleaning Products which will be used on a regular basis in Excells

(a) Biotek

For use in general cleaning duties. Suitable for all hard surfaces, i.e. damp wiping machine frames, casings, consuls and upholstery etc. Check container for dilution rates, etc.

(b) Chewing Gum Remover

For removing chewing gum from floors, carpets, upholstery and any hard surface.

(c) Clear Glass Cleaner

For cleaning mirrors, windows or any glass surface. Check container for dilution rates, etc.

(d) Airsenz

For general spraying to freshen air. Check container for dilution rates, etc.

(e) Safe Zone

For general cleaning of machines for customers to use when wiping down equipment.

The cleaning equipment and chemicals to be used will be stored under the Excell's reception desk. Instructors and Attendants must ensure the proper dilution rates are adhered to and the appropriate safety instructions are followed when using cleaning chemicals. When cleaning products require to be replaced please contact the Senior Centre Attendant. A complete list of chemicals and the precautionary measures to be taken are detailed in the COSHH regulation sheets. Cosh Sheets can be obtained through Duty Managers.

**23 Emergency Action Plan.**

The Emergency Action Plan (EAP) will consist of the following procedures:

- 1 Fire and Emergency Procedures
- 2 Power Failure Procedures
- 3 Injured/Unconscious Casualty Procedures

**POWER FAILURE PROCEDURES  
FITNESS INSTRUCTOR**

- 1 Switch off all electrical equipment at unit then at sockets.
- 2 Await instructions from Centre Attendants.
- 3 If the power failure is the result of fire, then the fire and emergency procedures would come into force.
- 4 If the power is not going to be restored immediately assist the Centre Attendants using emergency lighting and available

flashlights in accompanying all patrons to changing areas to get changed and then on to Reception.

### **INJURED/UNCONSCIOUS CASUALTY**

On discovery of an injured or unconscious casualty in Excels the Fitness Instructor, who will be first aid qualified, should take emergency action as necessary.

The Fitness Instructor should assume total responsibility for the care and aftercare of the casualty, calling on help from members of the public or colleagues if necessary.

If an emergency occurs outwith the hours of a Fitness Instructor being present then a member of the public will contact reception as is requested on the poster above the telephone.

Reception should then use the tannoy to call for First Aid Personnel to go to the Fitness Room immediately. Reception should then inform the Duty Manager of the incident by hand held radio.

The incident should be dealt with as normal by qualified First Aid Personnel and the appropriate Accident Report Form completed.

Please refer to section 23 First Aid Protocol.

### **COMMUNITY HEALTH IMPROVEMENT PROJECT (CHIP)**

Should an emergency situation / unconscious casualty occur when the Community Health Improvement Project (CHIP) is in (normally Tuesday or Thursday morning) and involving one of their participants then the CHIP instructor should be involved in the emergency action and aftercare. They should not wait until the regular Excels instructor is aware of the situation and if they are first on the scene they should use their first aid training to deal with the situation until assistance arrives. It would also be expected that, due to their training, CHIP instructors would also deal with emergencies involving general users and not only CHIP customers if they happen to be first on the scene.

In the event of an emergency situation arising when an Excels instructor is not in the gym the CHIP instructor can gather assistance by using the phone at the desk or on the wall and should dial 201 (this will put them through to reception)

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ADMINGEN/NOP/HEALTHSUITE/EXCELLS  
Updated 26.10.10, Updated 09.11.10  
Updated 12.06.12, updated 17.10.12  
Updated 24.01.14  
Updated 22.04.14  
Updated 27.07.15  
Updated 10.02.16

and inform the reception that there is a “code 1 alert”. If the casualty is not breathing the CHIP instructor can also ask a customer to inform reception whilst they commence with CPR.

## **24 TERRORISTS THREATS AND BOMB WARNING POLICY**

### **Introduction**

The Kilmarnock Leisure Centre Trust recognise their responsibility to their staff on a regular basis and take into account the possibility of a Terrorist Attack on the Galleon Centre.

The Emergency Evacuation Plan as detailed in the Health and Safety Manual

(Fire Safety) is the model to be used.

Staff in the Galleon Centre can all assist reduce the risk of a terrorist leaving a concealed package in the Galleon Centre by keeping all areas uncluttered, clean and tidy. This particularly in public and communal areas. Entrances, stairs, toilets and changing rooms should be checked on a regular basis. External areas should also be kept clean and tidy.

### **Emergency Planning**

In terms of a terrorist attack, we will look at our response to a worst case scenario and how we might function during the aftermath of an attack. This will cover evacuation routes and means of communicating with staff and the emergency services.

The Emergency Evacuation Plan is the model to be used.

In planning for a terrorist attack we will –

- Ensure that staff understand the plan and have access to it in an emergency
- Identify all staff, including reception, and administration staff who might receive a bomb threat and ensure that they are trained in all handling procedures (see 1 – what to do if you receive a bomb warning).

- Ensure that all staff are aware of their roles and that communication is paramount.
- Rehearse the Emergency Evacuation Plan/Bomb Threat procedures.
- Use the Fire Safety Assembly Areas as outlined taking into consideration the proximity of the threat. Staff and the public must be evacuated away from the threat.

## **Bomb Warning**

- Staff must stay calm, listen and try to obtain as much information as possible.
- Ask the caller to be precise about the location and timing of the alleged bomb threat and try to establish the organisation that they represent. Keep the caller talking.
- Ensure that any recording facility is switched on. If there is no facility, make notes for the police or Duty Manager.
- When the caller rings off, try and obtain the number either from the phones automatic number display or by dialling 1471.
- Immediately inform the designated manager who will automatically inform the police.
- Do not leave your post until contacted by the manager of the police or ordered to evacuate.

## **Identifying a Letter Bomb**

Obvious warning signs that a package is suspect may include the presence of protruding wires, a pen sized hole in the package and/or strange smells (particularly of almonds or marzipan). Other warning signs include whether or not the package:-

- Is unexpected or of unusual origin
- Has a verifiable return address
- Has an address that is inaccurate, printed in an uneven or unusual style (for example be Letterset) or is written in an unfamiliar foreign style

- Has unusual postmarks or an excessive value of stamps
- Is in a padded bag
- Is unusually heavy for its size (most effective letter bombs weigh 50-100g and are at least 5mm thick).
- Is marked 'personal' or 'confidential'
- Is oddly shaped or lopsided
- Has flaps that are stuck down completely (a standard letter will normally have an ungummed gap of a few millimetres at the corners)
- Feels like a book or
- Has an inner envelope, particularly one that is tightly taped or tied

## **Eyes and Ears**

Whatever the physical precautionary emergency plans, they will be ineffective without trained and alert employees. As employers we must:-

- Involve, inform and explain to the staff why they are taking action
- Train staff in awareness, emergency and evacuation procedures and rehearse them regularly
- Regularly update staff on what they should be looking for
- Encourage staff to report anything they regard as suspicious, without fear of sanction if the alarm proves false.

All of the above are appropriate to the Galleon Centre but we must forever be alert and implement measures that are practicable, consistent with our assessment of this threat to our staff, operations and customers.

## 25 First Aid Protocol

**FIRST AIDER** - Holds a current First Aid Certificate issued by an organisation who's training is Health and Safety Executive approved. Employed by the Galleon Centre.

**APPOINTED TEAM MEMBERS** - Holds current First Aid Certificate or Pool Lifeguard Qualification or Spinal Injury Certificate. Employed by the Galleon Centre.

**AIMS AND PRIORITIES**

- To preserve life.
- To prevent the casualties condition from worsening.
- To promote recovery.

**RESPONSIBILITIES-** A **DUTY** to respond to an emergency while acting as a first aider.

- Using **SKILLS** that require professional training and updating.
- Ensuring **SAFETY** to yourself, the casualty and bystanders.
- Providing **EMERGENCY CARE** for the casualty.
- Summoning the **EMERGENCY SERVICES** when necessary.
- Involvement in organising and updating **EMERGENCY ACTION PLAN.**
- Keeping **RECORDS** and **REPORTS.**
- **MAINTAINING** and **RESTOCKING** first aid kits

In the event of a Code 1 Alert response, the senior manager on duty should ensure that



from all staff to attend, we have a sufficient support team to deal with the incident, the rest of the staff should then be instructed to return to their normal duties.

## **26** **Changes to Procedure**

Procedures for all operations in the Galleon Centre are continually being improved to keep up with all the progress and development of the business. If any employee feels that changes in any of the procedures outlined at present would improve the operations please contact the Duty Manager.

# GYM EQUIPMENT PODIUM SERIAL NUMBERS

|                             |   |   |   |   |   |   |                                   |                                   |                             |  |
|-----------------------------|---|---|---|---|---|---|-----------------------------------|-----------------------------------|-----------------------------|--|
| R<br>O<br>W<br>E<br>R<br>52 | 1<br>Bike<br>95C<br>CHV103<br>584           | 2<br>Bike<br>95C<br>CHV103<br>586             | 3<br>Bike<br>95CS<br>APU106<br>720                | 4<br>Bike<br>95CS<br>APU106<br>406                | 5<br>Bike<br>95CS<br>APU106<br>414      | 6<br>Bike<br>95CS<br>APU106<br>409      | 7<br>Bike<br>95C<br>CHV103<br>585 | 8<br>Bike<br>95C<br>CHV103<br>753 | R<br>O<br>W<br>E<br>R<br>49 |  |
|                             | 1<br>Fluid<br>Hand<br>Bike<br>140187<br>811 | 2<br>Fluid<br>Hand Bike<br>140187<br>911      | 3<br>Recum-<br>bent<br>Bike 95RC<br>APB105<br>272 | 4<br>Recum-<br>bent<br>Bike 95RC<br>APB105<br>277 | 5<br>E-SPIN<br>SBEB<br>1408<br>201121   | 6<br>E-SPIN<br>SBEB<br>1408<br>L01120   |                                   |                                   |                             |  |
|                             | 1<br>Lat<br>Trainer<br>2705G<br>05119       | 2<br>Arc<br>Trainer<br>J1016771<br>AT<br>543N | 3<br>Arc<br>Trainer<br>J1016771A<br>T<br>557N     | 4<br>X-Trainer<br>95XS<br>ASX110<br>847           | 5<br>X-Trainer<br>95SX<br>ASX110<br>847 |   |                                   |                                   |                             |  |
|                             | 1<br>X-Trainer<br>95X<br>XHT106<br>905      | 2<br>X-Trainer<br>95X<br>XHT106<br>902        | 3<br>Summit<br>Trainer<br>LEX1                    | 4<br>Stepper<br>95SE<br>100<br>319                | 5<br>X-Trainer<br>95X<br>XHT106<br>907  | 6<br>X-Trainer<br>95X<br>XHT106<br>903  |                                   |                                   |                             |  |
|                             | 1<br>Treadmill<br>9GTE<br>TSM103<br>290     | 2<br>Treadmill<br>95TE<br>TSM103<br>281       | 3<br>Treadmill<br>95TE<br>TSM103<br>289           | 4<br>Treadmill<br>95TE<br>TSM103<br>849           | 5<br>Treadmill<br>95TE<br>TSM103<br>282 | 6<br>Treadmill<br>95TE<br>TSM103<br>349 |                                   |                                   |                             |  |
| R<br>O<br>W<br>E<br>R<br>34 |   |   |   |   |   |   |                                   |                                   | R<br>O<br>W<br>E<br>R<br>63 |  |

INSTRUCTORS DESK

26

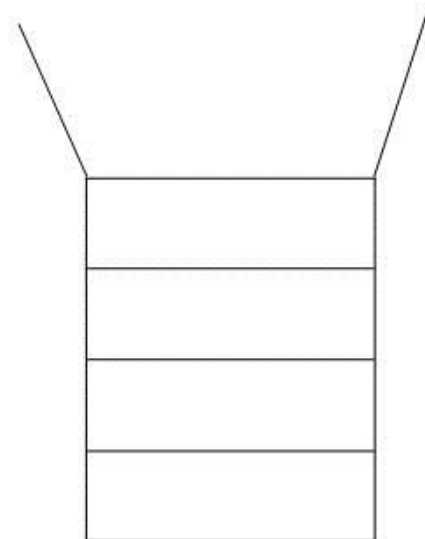
ADMINGEN/NOP/HEALTHSUITE/EXCELLS  
 Updated 26.10.10, Updated 09.11.10  
 Updated 12.06.12, updated 17.10.12  
 Updated 24.01.14  
 Updated 22.04.14  
 Updated 27.07.15  
 Updated 10.02.16



# GYM EQUIPMENT WINDOW AREA SERIAL NUMBERS

POOL

|                                      |
|--------------------------------------|
| Treadmill<br>TET125337 (95T)         |
| Treadmill<br>TET125338 (95T)         |
| Treadmill<br>TET125345 (95T)         |
| Treadmill<br>TET125815 (95T)         |
| Treadmill<br>TET125818 (95T)         |
| Treadmill<br>TET125342 (95T)         |
| Lateral Trainer<br>2706-05119 (270G) |



TRX

